OBSERVATION REPORT # 80

Verizon-New Jersey's (Verizon-NJ) service order classifications used in the calculation of Ordering metrics are inaccurate.

Issue

As part of metrics data integrity testing, KPMG Consulting attempted to verify Verizon-NJ service order classifications (SOC) in the Ordering domain for KPMG Consulting orders.

KPMG Consulting found 101 orders were classified incorrectly. Of these orders, 62 EEL orders and 36 Private Line Services were classified as Specials in the KPMG Consulting data but were misclassified as POTS by Verizon-NJ. Another 3 UNE Analog Loop orders were classified as POTS by KPMG Consulting but were classified incorrectly as DS0 Specials by Verizon-NJ. Please see Table 1 for examples of SOC discrepancies.

Table 1: SOC Discrepancies

CLEC ID	PON	Vernum	Product	KPMG Consulting SOC	Verizon-NJ SOC
WLA	097011NN0X000002	AA	EEL	Specials	POTS
WLA	097011NN0X000002	AB	EEL	Specials	POTS
WLA	097011NN0X010001	AA	EEL	Specials	POTS
WLA	061021NN0X010001	AA	Private Line Services	Specials	POTS
WLA	061021NN0X010004	AA	Private Line Services	Specials	POTS
WLA	061021NN0X020004	AA	Private Line Services	Specials	POTS
WLA	079011NN0X000008	AD	Une Analog Loop	POTS	DS0 Special
WLA	079031NN0X000009	AB	Une Analog Loop	POTS	DS0 Special
WLA	079031NN0X000010	AB	Une Analog Loop	POTS	DS0 Special

Assessment

Verizon-NJ does not properly classify all service orders in the Ordering domain. With these reporting discrepancies CLECs cannot verify that they are being provided with the level of service required by the NJ Carrier-to-Carrier Guidelines.